



ALBANY  
s o f t w a r e

**Castle Computer Services**  
**Direct Debits ~ simple, easy, efficient**  
**18th November 2010**  
**Strathclyde Business Park**

**Venue**

Duart House,  
Finch Way  
Strathclyde Business Park  
Bellshill, ML4 3HB

**cost effective**  
**reduces time**  
**minimises admin**  
**convenience**  
**payment collections**  
**funds**  
**cash flow**  
**control**  
**working capital**

**Times**

9.30am for 10am start  
12.15 Buffet & Close

[www.castle-cs.com](http://www.castle-cs.com)

## What will I achieve?

By attending this Direct Debit focused seminar you will:

- ~Learn more about the fundamentals of Direct Debit (DD)
- ~Hear about new and current DD scheme rules
- ~Discover more about Paperless Direct Debit (PDD) & Automated Direct Debit Instruction Service (AUDDIS) compliance, and the importance of migration from a paper DD mandate to a paperless environment
- ~Understand the benefits that DD can bring to your organisation
- ~Learn how to improve your DD penetration and reduce your outstanding debts

## Who Should Attend?

Finance Directors & Managers, Financial Controllers, Credit Controllers, Management Accountants, Payment Collection Managers, Subscription Managers

## Agenda

- 09.30 Registration with Tea & Coffee
- 10.00 Welcome & Introduction by Castle
- 10.10 De-mystifying Direct Debits
- 10.40 Maximising the potential of Direct Debits
- 11.05 Coffee Break
- 11.20 What's new with Direct Debits?
- 11.45 Customer Experience
- 12.00 Summary & Q&A
- 12.15 Buffet Lunch & Close

## How do I book a colleague?

Delegates can attend this user day FREE of charge with lunch and refreshments included. To book a place please contact Castle's Events Team with your organisation, contact name, phone number and email address.

marketing@castle-cs.com — 0845 230 1314— castle-cs.com/events

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